

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: Vincent Vaccarelli et al.)	Confirmation No.: 4221
)	
Appl. No.: 10/083,263)	Art Unit: 3693
)	
Filed: February 25, 2002)	Examiner: Wong, Eric Tak Wai

For: CUSTOMER SATISFACTION SYSTEM AND METHOD

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

AND

REQUEST TO REOPEN PROSECUTION

Sir:

In response to the Examiner's answer to the pending appeal mailed November 25, 2009 in which the Examiner raised a new ground of rejection, Applicants request that prosecution be re-opened.

Additionally, please amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 5 of this paper.